



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY

USAG Hessen
Unit 20193, Box 0001
APO AE 09165

AETV-HAN-LG

3 June 2005

MEMORANDUM FOR Out-processing Personnel

SUBJECT: Transportation Out-Processing Tips

1. Information below will assist Soldiers, civilians, and family members who out-process in the USAG Hessen communities (Hanau, Giessen, Wiesbaden, Baumholder). Tips are provided for household goods (HHG), privately owned vehicle (POV) shipments and official travel procedures.
2. Appointments: You can visit the Personal Property Processing Offices (PPPOs) (see para. 11 for details) to initiate your out-processing before receiving orders. Request the personal property inventory form from the Transportation Counselor. Complete this form as accurately as possible and return it with a copy of your orders. At that time you will be given the Transportation appointment for your counseling. Appointments may be limited, therefore we ask that you show up on time and on the date scheduled. At the time of your appointment, you should have your pack-out dates planned including secondary dates in case your primary dates are booked up. Any last minute items requiring shipment can be shipped via APO Mail with prior approval from the Transportation Office. Keep in mind, that in order to change your date(s), you must return to Transportation and fill out the Request for Change of Pickup form.
3. Requested Pickup Dates: Plan ahead to be sure the dates you request are the dates you want. Once the dates have been confirmed, it is very hard to change them. The pick up dates you ask for during your counseling session, are subject to change. Please plan ahead, because changes for requested pick up dates can occur especially in peak season or during inclement weather. Plan ahead in case of problem with pick ups. Do not wait until the last minute to have your property packed. Trucks can break down, packers can get sick or packers do not show up as scheduled, etc. Please consider any leave, TDY, meetings, other appointments, etc. when asking for your pick up dates. Ensure that you are at home from 0730 to 2000 hours otherwise you will get charged between 80-100 Euros if the movers unsuccessfully tried to pick up your household goods. If you have to leave for a few minutes, leave a note stating what time you left and when you plan to return. (NOTE: IF PACKERS HAVE NOT ARRIVED BY 1500 HOURS PLEASE CONTACT YOUR QUALITY CONTROL.)
4. Estimated Weights: Try to accurately record all your personal property to ensure a better weight estimate. This will ensure that you get the correct number of days needed for your pack-out. The personal property inventory form provides us with the information required for the clerk to estimate your weight. If it appears that you will be overweight, you might want to reconsider some of the items you are shipping. Single Soldiers living in the barracks can request, in writing with justification, an exception to policy from local ITO for a 1,000-pound weight

increase. If the standard allowance appears to be close, single Soldiers should request the additional weight to ensure they are not overweight. Customers can also use the form available at the SDDC website (www.sddc.army.mil) to estimate their weight. Click on personal property and then programs. The website provides you with a Weight Estimator Sheet Instruction Pamphlet and a form you can complete to estimate your personal property shipment weight.

5. Customs: Everyone must see Customs when shipping personal property. A Customs representative is normally at the transportation counseling session. If Customs is not present for any reason, you must see Customs at a later session or get a Customs' briefing (see para 11 for details). Your shipment could be delayed if you do not clear Customs.

6. Quality Control (QC): Anyone having problems with a pack-out can request assistance from Quality Control (see para 11 for details). In case of problems and/or questions after 1600 hours, please contact Chief, Quality Control Field Operations at DSN: 475-7894, commercial: 09641-83-7894 or MRT: 0171-5537265. The EURO Theater CPPSO customer service offers also a worldwide toll-free phone number where assistance can be requested 24 hours per day at 00800-444-33-444.

7. POV Shipment: Only one POV per service member is authorized for shipment. A motorcycle may be shipped as HHG or as a POV. Converting a foreign specification vehicle to U.S. standards can be quite costly. For information and authorized dealers you can visit www.nhtsa.dot.gov/cars/rules/import. The Mainz-Kastel and Baumholder Vehicle Processing Center (VPC) require you to have an appointment for shipping a POV which you need to set up yourself. The phone number is listed on the POV form. Before making an appointment at the VPC, your POV must have an EPA/DOT label/sticker affixed to the POV. If one or both stickers are missing, instructions will be given on how they can be obtained. The EPA sticker is usually located at the top left corner of the engine. The DOT sticker must be located on the door frame at the driver's side. On a four-door car, it may be located between the two doors. You can obtain further information on POV shipments from the "Shipping your POV" booklet at www.sddc.army.mil/CONTENT/8808/DBCN8808.pdf.

8. Official Travel: Official travel can be arranged through the Unit PAC or direct coordination with SatoTravel (see para 11 for details). Please use also SatoTravel's easy-to-use Web-based reservation request form which allows you to make travel arrangements online at your desk side (<https://www.satotravel.com/?usareur> and click on Reservation). We invite you to use this process for all of your travel requirements. Do not make any arrangements for travel without having a confirmed personal property pickup date(s). When a transportation mode is not directed, you may be eligible to make your own travel arrangements. Keep in mind that you have to book your flight through the contracted government Commercial Travel Office (CTO) in order to be reimbursed by the government. SatoTravel is the CTO and travel arrangements can be made through their website at www.satotravel.com/?usareur. You will only be reimbursed for costs up to the government rate. You will receive only 80% of the government rate in advance with the remaining 20% being paid at your next duty station. A common issue that arises is transportation of pets. Pet transportation is not an entitlement. Travel arrangements and

payment for pets are the traveler's responsibility. Contact SatoTravel or your transportation officer for more information on pet travel.

9. Handouts: Tips on shipping HHG, POV, etc., are located at every PPPOs. You will find tips on passenger travel in the "Customer's Travel Guide" available at the ITO or CTO. Feel free, at your convenience, to pick up any handout you need. A copy of most tips will also be provided at your transportation counseling session.

10. General Tips: Be prepared for the movers; secure all items that will be hand carried including airline tickets and passports. Remove all batteries and light bulbs. Ensure items are dust free. Outdoor items must be scrubbed and checked for Gypsy Moths, and furniture checked for wood boring insects. Big metal holiday popcorn containers are perfect for storing small breakable items or kitchen items, e.g. spices in plastic zip-lock bags, delicate Christmas ornaments, scarves and gloves. Your linen and personal wear from the drawers can be placed in big trash bags with the top folded over and taped shut to prevent you from having to do any laundry upon arrival. If you think you are going to be overweight, look at your paper products (e.g. magazines, catalogs) that tend to weigh a lot. Weed out old clothing and shoes and have a rummage sale to get rid of the old stuff you have been hanging on to. If you have a scanner, scan paper items onto a disk for easier management. You might want to do a room-by-room inventory of everything you own and put it on a computer disk, too. Identify your videos, DVDs, CDs, and collectibles (original or copies) and document their value if known.

11. Points of contact and phone numbers for additional questions are:

a. Hanau Community:

(1) Traffic Manage, Pioneer Bldg. 21, DSN: 322-9323/8147, Fax: 322-8786, commercial: 06181-88-9323/8147, E-mail: Birgit.Smith@104asg.army.mil

(2) Outbound Transportation, Pioneer Bldg. 21, DSN: 322-8410/8896/9183/8627/9157, Fax: 322-8786, or commercial: 06181-88-XXXX.

(3) Quality Control (QC) Inspectors, Pioneer Bldg. 21, DSN: 322-8010 or MRT: 0171-5537194/ 5537222.

(4) Installation Transportation Officer, Pioneer Bldg. 27, DSN: 322-8761/1540, Fax: 322-8054 or Commercial: 06181-88-8761/1540. E-mail: Bruce.Brown@104asg.army.mil or ITO@104asg.army.mil

(5) Sato Travel, Pioneer Bldg. 20, DSN: 322-8435/8436, commercial: 06181-95370, or Fax: 322-8786

(6) MP Customs, Pioneer Bldg. 3, Room 117, DSN: 322-8865

(7) Site Assistance Contracting Officer Representative (SACOR), Pioneer Bldg. 21, DSN: 322-9323 or commercial: 06181-88-9323. E-mail: PPPO@104sg.army.mil.

(8) Director of Logistics, Pioneer Bldg. 27, DSN: 322-8340/1540; MRT: 0175-2638146; commercial: 06181-881540/8340; Fax: 322-8054.

b. Giessen Community:

(1) Traffic Manager, DSN: 343-7705, Fax: 343-8529, commercial: 0641-4027705, E-mail: Gisela.Roeth@104asg.army.mil

(2) Outbound Transportation, DSN: 343-8528, Fax: 343-8529, or commercial: 0641-4028528.

(3) Installation Transportation Officer, DSN: 343-7088, Fax: 343-7081 or commercial: 0641-4027088. E-mail: Alan.Matthews@104asg.army.mil.

(4) Sato Travel, DSN: 343-8527, commercial: 09641-9484714

(5) Site Assistance Contracting Officer Representative (SACOR), DSN: 343-6050 or commercial: 0641-4026050. E-mail: Yemane.Tesfazion@104sg.army.mil.

c. Wiesbaden Community:

(1) Traffic Manager, Wiesbaden Army Airfield, Bldg. 1023 W, DSN: 337-6892, Fax: 337-6088, commercial: 0611-7056892/6088, E-mail: Edgar.Schauss@104asg.army.mil

(2) Outbound Transportation, Wiesbaden Army Airfield, Bldg. 1023 W, DSN: 337-6472/6474/6473/6529, Fax: 337-6736, or commercial: 0611-7056472/6474/6473/6529/6736.

(3) Quality Control (QC) Inspectors, MZ-Kastel Storage Station, Bldg. 4004, DSN: 334-2690, commercial: 06134-604690 or MRT: 0160-9029106, 0171-5537180/5537200/5537208/5537258/5537207.

(4) Installation Transportation Officer, Wiesbaden Army Airfield, Bldg. 1023 W, DSN: 337-6898, Fax: 337-6088 or Commercial: 0611-7086898. E-mail: Catherine.Latrace@104asg.army.mil.

(5) Sato Travel, Hainerberg Shopping Center, DSN: 338-7928, commercial: 0611-977340, or commercial Fax: 0611-712941.

(6) MP Customs, Wiesbaden Army Airfield, room 010, DSN: 337-5188.

(7) Site Assistance Contracting Officer Representative (SACOR), Wiesbaden Army Airfield, Bldg. 1023 W, DSN: 337-6579 or commercial: 0611-7056579. E-mail: Dieter.Moser@104sg.army.mil.

(8) Director of Logistics, Wiesbaden Army Airfield, Bldg. 1023 W, DSN: 337-6127/1540, commercial: 0611-7056127/1540; Fax: 337-5193.

d. Baumholder Community:

(1) Traffic Manager, Quartermaster Bldg. 8724, DSN: 485-7270, Fax: 485-7412, commercial: 06783-6-7270, E-mail: willi.forster@cmtymail.104asg.army.mil

(2) Outbound Transportation, Quartermaster Bldg. 8724, DSN: 485-7110, Fax: 485-7412, or commercial: 06783-6-XXXX.

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(3) Quality Control (QC) Inspectors, Quartermaster Bldg. 8724, DSN: 485-6580 or MRT: 0171-5537185.

(4) Installation Transportation Officer, Quartermaster Bldg. 8724, DSN: 485-8840, Fax: 485-7412 or Commercial: 06783-6-8840. E-mail: albert.hines@cmtymail.104asg.army.mil.

(5) Sato Travel, Smith Barracks Bldg. 8666, DSN: 485-6689, commercial: 06783-99320, or Fax: 06783-1745.

(6) MP Customs, Quartermaster Bldg. 8724, DSN: 485-7442.

(7) Site Assistance Contracting Officer Representative (SACOR), Quartermaster Bldg. 8724, DSN: 485-7270 or commercial: 06783-6-7270. E-mail: willi.forster@cmtymail.104asg.army.mil.

(8) Director of Logistics, Quartermaster Bldg. 8724, DSN: 485-1540/6121; MRT: 0175-2638132; commercial: 06783-6-1540/; Fax: 485-7506. E-mail: eiko.holzinger@cmtymail.104asg.army.mil

e. Regional offices:

(1) The QC Regional Supervisor is located in Wiesbaden and can be reached by phone at DSN: 322-8010 or MRT: 0160-90829106.

(2) IMA-E Theater CPPSO Quality Control Division at DSN: 475-6652, commercial: 09641-83-6652 or MRT: 0160-5845623.

12. The POCs for these tips are your Garrison Logistics offices as listed above.